High Sick Leave Consumption
Emergency Medical Services

LouieStat

KPI Owner: Jordan Mudd | **Process: Sick Leave Management**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 24 per month (Oct. 2012-Nov. 2013) Goal: Compared to the period Oct. 2012 to Nov. 2013, reduce the number of employees w/ high sick leave consumption to no more than 5% of total employees by June 30, 2014. Benchmark: 15% of total workforce	Data Source: PeopleSoft Payable Time Data Goal Source: Strategic Plan Benchmark Source: OPI 2012 Internal Study	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The number of employees in a department who have used 9 or more out of 12 sick days in a 12 month period. Why Measure: Promote a culture where sick time is used appropriately. Next Improvement Step: Monitor and diagnose internally.

How Are We Doing?

Sep2013-Aug2014 12 Month Goal	Sep2013-Aug2014 12 Month Actual		Aug2014 Goal	Aug2014 Actual	
12	**11**	🚦(green)	**12**	**8**	🚦(green)
Employees	Employees		Employees	Employees	

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⬇ Good

Chart: Employees vs. Month (Sep2010 – Jul2014), with Data, Median, Goal, and Benchmark series.

Percentages along the data line: 9% 7% 8% 11% 12% 13% 13% 12% 10% 10% 8% 4% 3% 4% 4% 5%
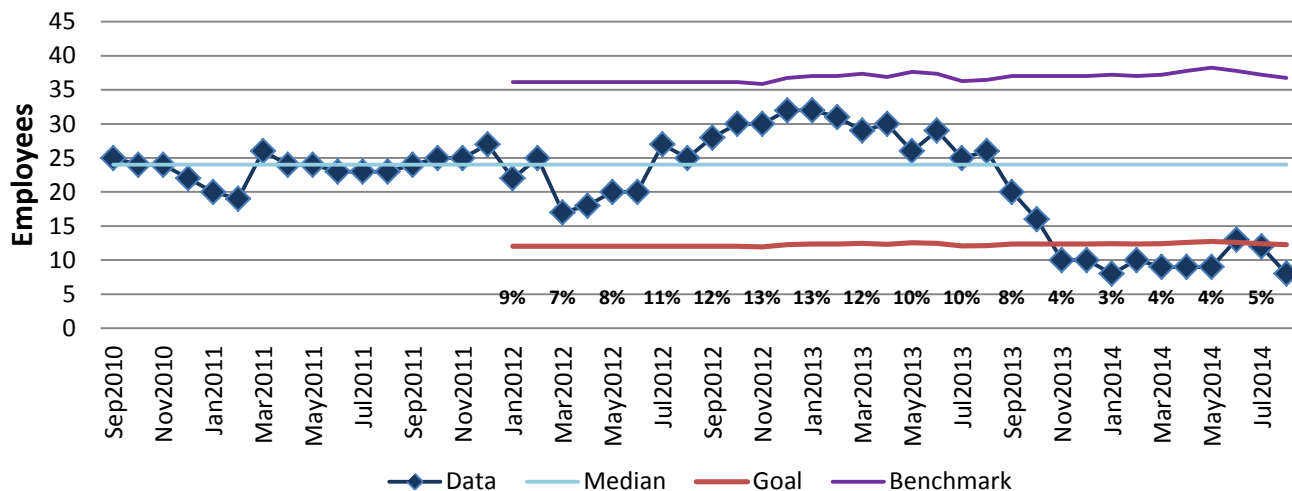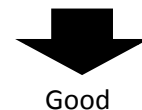
Root cause analysis is not necessary because there is no gap between the goal and current performance.